

Hsiao Tong (LKKAUTO)

From: Irene Tay <irene.tay@sg.cntaiping.com>
Sent: Wednesday, 29 July 2020 11:33 AM
To: Hsiao Tong (LKKAUTO)
Cc: Claims Dept of CTI
Subject: FW: Yr ref : CC3/CTI18004490/K1pa3 (CB 7325X) VS SHA 4073 M D.O.A. 06.03.18 China - SNM18D01278C02/5
Attachments: Re: Yr ref : CC3/CTI18004490/K1pa3 (CB 7325X) VS SHA 4073 M D.O.A. 06.03.18 China; Yr ref CB7325X our taxi SHA4073M doa 6.3.18 - (accept offer)

Dear Sir/Mdm,

We refer to the above captioned matter and our telephone conversation a moment ago.

This case is still open. Please let us have the signed DV from comfortdelgro before we process payment.

Regards,

Irene Tay
Executive
Claims Department (Motor Division)

China Taiping Insurance (Singapore) Pte. Ltd.
3 Anson Road #15-00 Springleaf Tower Singapore 079909
DID: (65) 63896192 | F:(65) 62247478/62247175

W: www.sg.cntaiping.com | FB: www.facebook.com/chinataipingsg/ | WeChat: 太平狮城 Taiping SG

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-----Original Message-----

From: Claims Dept of CTI <claimsdept@sg.cntaiping.com>
Sent: Wednesday, July 29, 2020 11:20 AM
To: Irene Tay <irene.tay@sg.cntaiping.com>
Subject: FW: Yr ref : CC3/CTI18004490/K1pa3 (CB 7325X) VS SHA 4073 M D.O.A. 06.03.18 China - SNM18D01278C02/5

Irene, Pls reply the email, comfortdelgro is escalating to GIA.

-----Original Message-----

From: Hsiao Tong (LKKAUTO) <chewht@lkkauto.com>
Sent: Wednesday, July 29, 2020 8:39 AM
To: Claims Dept of CTI <claimsdept@sg.cntaiping.com>
Cc: Admin A <admin-a@lkkauto.com>
Subject: RE: Yr ref : CC3/CTI18004490/K1pa3 (CB 7325X) VS SHA 4073 M D.O.A. 06.03.18 China - SNM18D01278C02/5

Dear Sirs/Mdm,

We refer to the above matter.

Kindly refer to the attached email from third party dated 28/07/2020 which is self-explanatory. Third party had accepted our offer at \$3,000.00(all-in).

Kindly advise if we may proceed to settle the matter with third party or else advise further instruction.

Note: We are on work from home arrangement. All correspondence should be made via email. Submission of claim related documents will be in softcopy. Any inconvenience caused is much regretted.

Best Regards,

Hsiao Tong, Chew (Ms) | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6742-3197 | Email: chewht@lkkauto.com | Fax: 6741 4108 HQ : Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

-----Original Message-----

From: Hsiao Tong (LKKAuto)

Sent: Saturday, 10 August 2019 9:57 AM

To: elaine.cheong@sg.cntaiping.com

Cc: Admin A <admin-a@lkkauto.com>; Claims Dept of CTI <claimsdept@sg.cntaiping.com>

Subject: RE: Yr ref : CC3/CTI18004490/K1pa3 (CB 7325X) VS SHA 4073 M D.O.A. 06.03.18 China - SNM18D01278C02/5

Hi Elaine,

Attached is a copy of email from third party.

In view of third party is escalating the matter to GIA, we will proceed to close file and submit wp report to your good office.

Thank you.

Best Regards,

Hsiao Tong, Chew | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6742-3197 | email: chewht@lkkauto.com | fax: 6741-4108 Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

-----Original Message-----

From: Hsiao Tong (LKKAuto)

Sent: Saturday, 6 July 2019 12:19 PM

To: elaine.cheong@sg.cntaiping.com

Cc: Admin A <admin-a@lkkauto.com>; Claims Dept of CTI <claimsdept@sg.cntaiping.com>

Subject: RE: Yr ref : CC3/CTI18004490/K1pa3 (CB 7325X) VS SHA 4073 M D.O.A. 06.03.18 China - SNM18D01278C02/5

URGENT

Hi Elaine,

Kindly refer to the attached email from third party which is self-explanatory.

Third party rejected our offer at a global sum of \$3,000.00(all-in) and insisted for 100%. Otherwise, third party intend to escalate the matter to GIA.

Kindly let us have your further instruction on urgent basis.

Thanks.

Best Regards,

Hsiao Tong, Chew | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6742-3197 | email: chewht@lkkauto.com | fax: 6741-4108 Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

-----Original Message-----

From: Hsiao Tong (LKKAuto)

Sent: Tuesday, 25 June 2019 4:40 PM

To: elaine.cheong@sg.cntaiping.com

Cc: Admin A <admin-a@lkkauto.com>; Claims Dept of CTI <claimsdept@sg.cntaiping.com>

Subject: RE: Yr ref : CC3/CTI18004490/K1pa3 (CB 7325X) VS SHA 4073 M D.O.A. 06.03.18 China - SNM18D01278C02/5

Hi Elaine,

We refer to the above matter.

As per tele-conversation earlier, you agreed to revise our global sum at \$3,000.00(all-in).

We will proceed to offer to third party and get back to you if any issue.

Best Regards,

Hsiao Tong, Chew | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6742-3197 | email: chewht@lkkauto.com | fax: 6741-4108 Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

-----Original Message-----

From: Alfred Toh <alfred.toh@sg.cntaiping.com>

Sent: Friday, 14 June 2019 3:42 PM

To: Elaine Cheong <elaine.cheong@sg.cntaiping.com>; Jess Kong <Jess@oddsneven.com.sg>; Janice Yeoh <janice@oddsneven.com.sg>

Cc: Hsiao Tong (LKKAuto) <chewht@lkkauto.com>; Alfred Toh <alfred.toh@sg.cntaiping.com>; Chee So Chow <sochow.chee@sg.cntaiping.com>

Subject: FW: Yr ref : CC3/CTI18004490/K1pa3 (CB 7325X) VS SHA 4073 M D.O.A. 06.03.18 China - SNM18D01278C02/5

Dear Elaine

Please proceed to check on the matter.

Regards

Alfred

From: Hsiao Tong (LKKAUTO) <chewht@lkkauto.com>
Sent: Friday, June 14, 2019 3:09:01 PM
To: Claims Dept of CTI
Cc: Elaine Cheong; Alfred Toh; Admin A
Subject: RE: Yr ref : CC3/CTI18004490/K1pa3 (CB 7325X) VS SHA 4073 M D.O.A. 06.03.18 China - SNM18D01278C02/5

Dear Sirs/Mdm,

We refer to our below email.

Kindly let us have your instruction.

Best Regards,
Hsiao Tong, Chew | Case Handler
LKK Auto Consultants Pte Ltd
Phone: 6742-3197 | email: chewht@lkkauto.com<mailto:chewht@lkkauto.com> | fax: 6741-4108 Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

From: Hsiao Tong (LKKAUTO)
Sent: Saturday, 1 June 2019 4:55 PM
To: Claims Dept of CTI <claimsdept@sg.cntaiping.com>
Cc: Elaine Cheong <elaine.cheong@sg.cntaiping.com>; Alfred Toh <alfred.toh@sg.cntaiping.com>; Admin A <admin-a@lkkauto.com>
Subject: RE: Yr ref : CC3/CTI18004490/K1pa3 (CB 7325X) VS SHA 4073 M D.O.A. 06.03.18 China - SNM18D01278C02/5

Dear Sirs/Mdm,

We refer to the above matter.

We have further reviewed the matter and based on all the available information on hand, we are of the view that we do not have a good defense towards the claim submitted by third party. Our insured driver said that he pulled along left side of the road after the 1st accident. Later when he about to move off, third party taxi cut into its front causing 2nd accident. Within such a short while, our insured driver had involved in 2 accidents, imagine how careless is he, his driving experience is only 3 years plus. Our insured driver said that he was a bout to move off, if he did not move off his vehicle, third party taxi probably would not had contacted OI mini bus. Therefore, we are of the view that our insured driver is not able to escape liability.

We seek your mandate to negotiate and settle the matter up to global sum \$4,900.00(all-in).

The summary is as follows: -

Amount Claimed

Amount Revised

1. Cost of Repair (w/GST)

\$ 6,668.56

\$ 4,458.13

2. Loss of Rental (4days x \$119.28)

\$ 477.12

\$ 357.84 (3days x \$119.28)

3. Loss of Income (4days x \$80.00)

\$ 320.00

\$ 150.00 (3days x \$50.00)

4. LTA/ GIA Search Fee

\$ 7.49

\$ 7.49

Total

\$ 7,473.17

\$ 4,973.46

Global Sum

\$ 4,900.00

Kindly let us have your instruction.

Thank you.

Best Regards,

Hsiao Tong, Chew | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6742-3197 | email: chewht@lkkauto.com | fax: 6741-4108 Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

From: Claims Dept of CTI <claimsdept@sg.cntaiping.com<mailto:claimsdept@sg.cntaiping.com>>
Sent: Monday, 29 April 2019 4:30 PM
To: Hsiao Tong (LKKAuto) <chewht@lkkauto.com<mailto:chewht@lkkauto.com>>; Admin A <admin-a@lkkauto.com<mailto:admin-a@lkkauto.com>>
Cc: Elaine Cheong <elaine.cheong@sg.cntaiping.com<mailto:elaine.cheong@sg.cntaiping.com>>; Alfred Toh <alfred.toh@sg.cntaiping.com<mailto:alfred.toh@sg.cntaiping.com>>; Jess Kong <Jess@oddsneven.com.sg<mailto:Jess@oddsneven.com.sg>>; Janice Yeoh <Janice@oddsneven.com.sg<mailto:Janice@oddsneven.com.sg>>
Subject: Yr ref : CC3/CTI18004490/K1pa3 (CB 7325X) VS SHA 4073 M D.O.A. 06.03.18 China - SNM18D01278C02/5

LKK REF: CC3/CTI18004490/K1pa3
CTI REF: SNM18D01278C02/5 (CB7325X)
Section II Excess: \$750.00

Dear Hsiao Tong

We refer to our email of 24 December 2018 pertaining to the above matter.

Please assist to look into the matter.

Best Regards

Alfred Toh
Senior Executive
Claims Department
China Taiping Insurance (Singapore) Pte. Ltd.
3 Anson Road #XX-00 Springleaf Tower Singapore 079909 DID : (65) 6389 6183
FAX: (65) 6224 7478
W:

<https://apc01.safelinks.protection.outlook.com/?url=http%3A%2F%2Fwww.sg.cntaiping.com%2F&data=02%7C01%7Cclaimsdept%40sg.cntaiping.com%7C02ac70fa67dc48a2ef9408d83357d87e%7C52fbc9ef9a574c5ba4ca46f2633868e5%7C0%7C0%7C637315799686269414&data=2cVs0BhS1EUjMNgW7ER8YUbbzg2%2BrRgzCXRshZR4Osg%3D&reserved=0><<https://apc01.safelinks.protection.outlook.com/?url=http%3A%2F%2Fwww.sg.cntaiping.com%2F&data=02%7C01%7Cclaimsdept%40sg.cntaiping.com%7C02ac70fa67dc48a2ef9408d83357d87e%7C52fbc9ef9a574c5ba4ca46f2633868e5%7C0%7C0%7C637315799686269414&data=2cVs0BhS1EUjMNgW7ER8YUbbzg2%2BrRgzCXRshZR4Osg%3D&reserved=0>> | FB:

<https://apc01.safelinks.protection.outlook.com/?url=http%3A%2F%2Fwww.facebook.com%2Fchinataipingsg%2F&data=02%7C01%7Cclaimsdept%40sg.cntaiping.com%7C02ac70fa67dc48a2ef9408d83357d87e%7C52fbc9ef9a574c5ba4ca46f2633868e5%7C0%7C0%7C637315799686269414&data=gDuHHS1Lrc5Nv2DuMiQCv2HJ2tSR%2BJqX5Q1ftWhjcYPI%3D&reserved=0><<https://apc01.safelinks.protection.outlook.com/?url=http%3A%2F%2Fwww.facebook.com%2Fchinataipingsg%2F&data=02%7C01%7Cclaimsdept%40sg.cntaiping.com%7C02ac70fa67dc48a2ef9408d83357d87e%7C52fbc9ef9a574c5ba4ca46f2633868e5%7C0%7C0%7C637315799686269414&data=gDuHHS1Lrc5Nv2DuMiQCv2HJ2tSR%2BJqX5Q1ftWhjcYPI%3D&reserved=0>> | WeChat: 太平獅城 Taiping SG

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From: Claims Dept of CTI
Sent: Monday, 24 December, 2018 12:16 PM

To: Hsiao Tong <chewht@lkkauto.com<mailto:chewht@lkkauto.com>>; Admin A <admin-a@lkkauto.com<mailto:admin-a@lkkauto.com>>
Cc: Elaine Cheong <elaine.cheong@sg.cntaiping.com<mailto:elaine.cheong@sg.cntaiping.com>>; Alfred Toh <alfred.toh@sg.cntaiping.com<mailto:alfred.toh@sg.cntaiping.com>>; Chee So Chow <sochow.chee@sg.cntaiping.com<mailto:sochow.chee@sg.cntaiping.com>>; Jess Kong <Jess@oddsneven.com.sg<mailto:Jess@oddsneven.com.sg>>; Janice Yeoh <Janice@oddsneven.com.sg<mailto:Janice@oddsneven.com.sg>>; Angie Foo <angie.foo@sg.cntaiping.com<mailto:angie.foo@sg.cntaiping.com>>
Subject: Yr ref : CC3/CTI18004490/K1pa3 (CB 7325X) VS SHA 4073 M D.O.A. 06.03.18 China - SNM18D01278C02/5

LKK REF: CC3/CTI18004490/K1pa3
CTI REF: SNM18D01278C02/5 (CB7325X)
Section II Excess: \$750.00

Dear Hsiao Tong

We refer to above matter.

Please proceed to negotiate the claim at best possible terms.

Best Regards

Alfred Toh
Senior Executive
Claims Department
China Taiping Insurance (Singapore) Pte. Ltd.
3 Anson Road #16-00 Springleaf Tower Singapore 079909
DID: +65 6389 6183
FAX: +65 6224 7478/6224 7175
Email: claimsdept@sg.cntaiping.com<mailto:claimsdept@sg.cntaiping.com>
alfred.toh@sg.cntaiping.com<mailto:alfred.toh@sg.cntaiping.com>

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<https://apc01.safelinks.protection.outlook.com/?url=http%3A%2F%2Fwww.sg.cntaiping.com%2F&data=02%7C01%7Cclaimsdept%40sg.cntaiping.com%7C02ac70fa67dc48a2ef9408d83357d87e%7C52fbc9ef9a574c5ba4ca46f2633868e5%7C0%7C0%7C637315799686269414&data=2cVs0BhS1EUjMNgW7ER8YUbbzg2%2BrRgzCXRshZR4Osg%3D&reserved=0>

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From: Hsiao Tong (LKKAuto) [mailto:chewht@lkkauto.com]
Sent: Saturday, December 15, 2018 10:36 AM
To: Claims Dept of CTI <claimsdept@sg.cntaiping.com<mailto:claimsdept@sg.cntaiping.com>>
Cc: Elaine Cheong <elaine.cheong@sg.cntaiping.com<mailto:elaine.cheong@sg.cntaiping.com>>; Alfred Toh <alfred.toh@sg.cntaiping.com<mailto:alfred.toh@sg.cntaiping.com>>; Chee So Chow <sochow.chee@sg.cntaiping.com<mailto:sochow.chee@sg.cntaiping.com>>; KKLau <kklau@lkkauto.com<mailto:kklau@lkkauto.com>>; Jess Kong <Jess@oddsneven.com.sg<mailto:Jess@oddsneven.com.sg>>; Janice Yeoh

<Janice@oddsneven.com.sg<mailto:Janice@oddsneven.com.sg>>; Angie Foo
<angie.foo@sg.cntaiping.com<mailto:angie.foo@sg.cntaiping.com>>; Admin A <admin-
a@lkkauto.com<mailto:admin-a@lkkauto.com>>
Subject: RE: Yr ref : CC3/CTI18004490/K1pa3 (CB 7325X) VS SHA 4073 M D.O.A. 06.03.18 China -
SNM18D01278C02/5

Hi Mr Alfred,

We refer to your below email.

We have maintained our offer at 50%. However third party rejected our offer and submitted scene photos for our consideration. No video footage from third party.

Kindly let us have your further instruction.

Best Regards,
Hsiao Tong, Chew | Case Handler
LKK Auto Consultants Pte Ltd
Phone: 6742-3197 | email: chewht@lkkauto.com<mailto:chewht@lkkauto.com> | fax: 6741-4108 Blk 51, Paya Ubi
Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

From: Claims Dept of CTI <claimsdept@sg.cntaiping.com<mailto:claimsdept@sg.cntaiping.com>>
Sent: Wednesday, 21 November 2018 5:15 PM
To: Hsiao Tong (LKKAuto) <chewht@lkkauto.com<mailto:chewht@lkkauto.com>>; Admin A <admin-
a@lkkauto.com<mailto:admin-a@lkkauto.com>>
Cc: Elaine Cheong <elaine.cheong@sg.cntaiping.com<mailto:elaine.cheong@sg.cntaiping.com>>; Alfred Toh
<alfred.toh@sg.cntaiping.com<mailto:alfred.toh@sg.cntaiping.com>>; Chee So Chow
<sochow.chee@sg.cntaiping.com<mailto:sochow.chee@sg.cntaiping.com>>; KKLau
<kklau@lkkauto.com<mailto:kklau@lkkauto.com>>; Jess Kong
<Jess@oddsneven.com.sg<mailto:Jess@oddsneven.com.sg>>; Janice Yeoh
<Janice@oddsneven.com.sg<mailto:Janice@oddsneven.com.sg>>; Angie Foo
<angie.foo@sg.cntaiping.com<mailto:angie.foo@sg.cntaiping.com>>
Subject: Yr ref : CC3/CTI18004490/K1pa3 (CB 7325X) VS SHA 4073 M D.O.A. 06.03.18 China - SNM18D01278C02/5

LKK REF: CC3/CTI18004490/K1pa3
CTI REF: SNM18D01278C02/5 (CB7325X)
Section II Excess: \$750.00

Dear Hsiao Tong

We refer to above matter.

Please assist to request for third party video footage to support their claim as our Insured claimed that he was
“about to move out” and not moved out as claimed by William Tan.

We would maintain at 50% liability based on conflicting version of accident at this juncture.

Aside to Jess/Janice, please assist to notify mutual client that we may have to consider settling the third party
property damage claim in full based on Insured’s photos in the SAS report.

Best Regards

Alfred Toh
Senior Executive

Claims Department
China Taiping Insurance (Singapore) Pte. Ltd.
3 Anson Road #16-00 Springleaf Tower Singapore 079909
DID: +65 6389 6183
FAX: +65 6224 7478/6224 7175
Email: claimsdept@sg.cntaiping.com<mailto:claimsdept@sg.cntaiping.com>
alfred.toh@sg.cntaiping.com<mailto:alfred.toh@sg.cntaiping.com>

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<https://apc01.safelinks.protection.outlook.com/?url=http%3A%2F%2Fwww.sg.cntaiping.com%2F&data=02%7C01%7Cclaimsdept%40sg.cntaiping.com%7C02ac70fa67dc48a2ef9408d83357d87e%7C52fbc9ef9a574c5ba4ca46f2633868e5%7C0%7C0%7C637315799686269414&data=2cVs0BhS1EUjMNgW7ER8YUbbzg2%2BrGzCXRshZR4Osg%3D&reserved=0>

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From: William Tan Thoo Seng [mailto:williamtan@cdge.com.sg]
Sent: Wednesday, November 21, 2018 4:32 PM
To: Hsiao Tong (LKKAuto) <chewht@lkkauto.com<mailto:chewht@lkkauto.com>>;
kklau@lkkauto.com<mailto:kklau@lkkauto.com>
Cc: Alfred Toh <alfred.toh@sg.cntaiping.com<mailto:alfred.toh@sg.cntaiping.com>>
Subject: Fw: Yr ref : CC3/CTI18004490/K1pa3 (CB 7325X) VS SHA 4073 M D.O.A. 06.03.18 China -
SNM18D01278C02/5

Urgent reminder

Outstanding : 8 months.

BOLA : 100%

Without Prejudice.

Dear Hsiao Tong

Sorry to send you this reminder.

Preceding emails refer.

On 10.05.18, you informed us that you are still waiting for China's mandate to settle at global sum of \$4,900.00. Despite our email sent on 26.09.18, till today, nothing heard from you and case was then being protracted till today.

Dear Mr Lau

Kindly assist to liaise with your Principal to confirm settlement.

Thank you.

Best Regards

William Tan

Claims Department | ComfortDelgro Engineering Pte Ltd

Off : 62148737 | Fax : 62141843

From: William Tan Thoo Seng

Sent: Wednesday, 26 September 2018 4:13 PM

To: Hsiao Tong (LKKAuto); kklau@lkkauto.com<mailto:kklau@lkkauto.com>;
alfred.toh@sg.cntaiping.com<mailto:alfred.toh@sg.cntaiping.com>

Cc: Aileen Tan Lee Noi

Subject: Yr ref : CC3/CTI18004490/K1pa3 (CB 7325X) VS SHA 4073 M D.O.A. 06.03.18 China

Outstanding : 18 months

BOLA S14 : 100%

Without Prejudice.

Dear Hsiao Tong

Preceding emails refer.

On 10.05.18, we spoke and you told us that you are seeking for China's mandate to settle at global sum of \$4,900.00.

In our last email to you dated 29.06.18, we rejected your offer at \$2,450.00 and we ask you to settle as per BOLA S14. (liability : 100%)

Till to date, after protracted for two months, nothing heard from you. Yesterday, we then follow up with you and you said nothing heard from your Principal and you will be writing to them.

Dear Alfred and KK Lau

Without letting matter to be further protracted indefinitely at your end, please assist to settle this long outstanding matter expeditiously and amicably by 03.10.18. After which, if no offer/settlement reached, we will then have to refer to GIA for advice.

Thank you.

Best Regards

William Tan

Claims Department | ComfortDelgro Engineering Pte Ltd

Off : 62148737 | Fax : 62141843

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ComfortDelGro Engineering Pte Ltd [Registration No. 199506048W]

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